Della Dale Aged Care

Performance Report

17 Derwent Street
RINGWOOD VIC 3134
Phone number: 03 9870 7393

**Commission ID:** 4190

**Provider name:** NDN Care Services Pty Ltd

**Assessment Contact - Desk date:** 7 October 2020

**Date of Performance Report:** 27 October 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by a site assessment, observations at the service, review of documents and interviews with staff.
* the provider’s response to the Assessment Contact - Desk report received

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Requirement 3 (3) (g), one of the seven requirements under this Standard has been assessed and found to be compliant.

As not all requirements under this Standard were assessed, an overall rating for the Standard is not provided.

### Assessment of Standard 3 Requirements*.*

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Assessment Team found that the service has policies and procedures to minimise and respond to infection related risks, including COVID-19. Management demonstrated they have implemented a range of safety measures as part of the service’s preparations for COVID-19 which are safeguarding consumers. Staff within the service wear relevant personal protective equipment (PPE) and there is a monitoring program regarding PPE compliance and etiquette. The plan is informed by the document, ‘CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia’ released by the Department of Health.

The approved provider provided information on the 8 October 2020 indicating that the service is liaising with the local health service regarding hospital admissions for consumers who test positive due to the challenges the physical layout of the service in relation to zoning.

Having reviewed all the information provided I consider that the service is able to demonstrate processes and practices to minimise infection related risks.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.